



Inland Counties Emergency Medical Agency

1425 South D Street, San Bernardino, CA 92415-0060 ■ (909) 388-5823 ■ Fax (909) 388-5825 ■ www.icema.net

Serving San Bernardino, Inyo, and Mono Counties

Tom Lynch, EMS Administrator

Reza Vaezazizi, MD, Medical Director

DATE: December 9, 2019

TO: Hospital CEOs, ED Directors/Managers and PLNs - San Bernardino County

FROM: Tom Lynch
EMS Administrator

SUBJECT: HOSPITAL BED DELAY REPORT FOR JANUARY - NOVEMBER 2019

The Inland Counties EMS Agency (ICEMA) is providing the January through November 2019 hospital ambulance patient offload delay (APOD) report utilizing data retrieved from the ambulance provider computer aided dispatch records.

The APOD report provides the total number of:

- 9-1-1 transports to each hospital.
- Transports that resulted in APOD.
- APOD hours/minutes calculated beginning 25 minutes after the ambulance arrives at the hospital.

If you have any questions, please contact Mark Roberts, Technical Consultant, at (909) 388-5804 or via e-mail at mark.roberts@cao.sbcounty.gov.

TL/MR/jlm

c: Keven Porter, Regional Vice President, HASC
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Inland Counties Emergency Medical Agency



Bed Delay Report

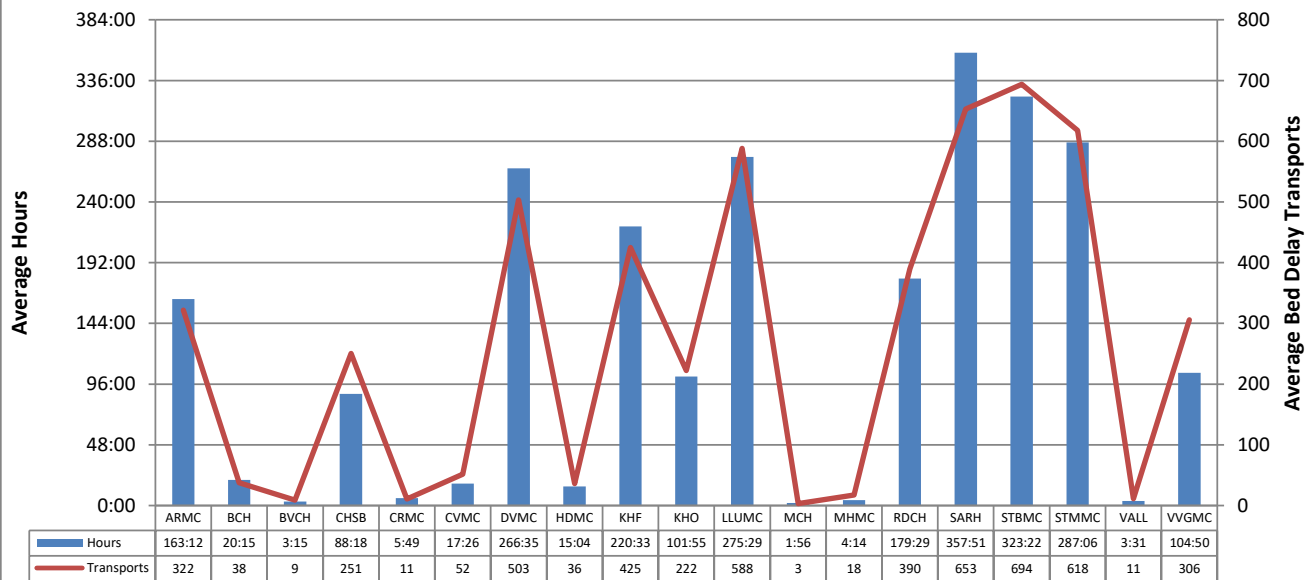
January 2019 — November 2019

Report Detail

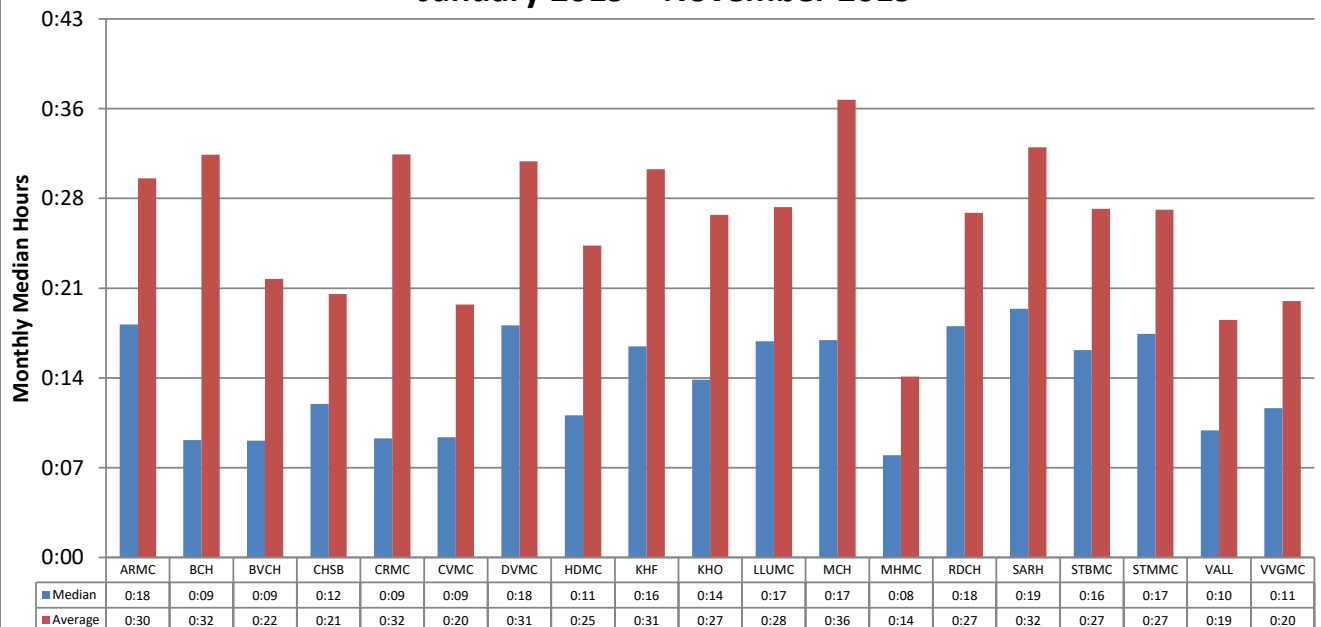
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are 911 calls where the patient is treated and transported via ambulance.

Abbreviated Name	Full Name
ARMC	Arrowhead Regional Medical Center
BCH	Barstow Community Hospital
BVCH	Bear Valley Community Hospital
CHSB	Community Hospital San Bernardino
CRMC	Colorado River Medical Center
CVMC	Chino Valley Medical Center
DVMC	Desert Valley Hospital Center
HDMC	Hi-Desert Medical Center
KHF	Kaiser Hospital Medical Center - Fontana
KHO	Kaiser Hospital Medical Center - Ontario
LLUMC	Loma Linda University Medical Center
MCH	Mountains Community Hospital
MHMC	Montclair Hospital Medical Center
RDCH	Redlands Community Hospital
SARH	San Antonio Regional Hospital
STBMC	St. Bernardine Medical Center
STMMC	St. Mary Medical Center
VALL	JLP VA Loma Linda
VVGMC	Victor Valley Global Medical Center

Bed Delay Hours* and Bed Delay Transports Average per Hospital by Month January 2019 – November 2019



Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2019 – November 2019



Beginning February 2017 ICEMA implemented the change from NEMSIS 2.2.1 data-set to NEMSIS 3.4.0 as required by the California Emergency Medical Services Agency (EMSA). This also required the change of the software being used to collect the EMS data. Over the coming months ICEMA will be working with the vendor to adapt to the new data-set and new software in order to fine-tune reports. Currently, ICEMA is using the Signature Locked time as indicated by the paramedic and/or the Computer Aided Dispatch (CAD).

*Note: Bed Delay Hours excludes the first 25 minutes of each transport.

ICEMA, Elite Database and ePCR Database. Compiled 12/6/2019, PW.

Total Bed Delay Hours* and Bed Delay Transports by Hospital January 2019 – November 2019

Hospital	Total Bed Delay Hours*	Bed Delay Transports	Total Transports	Bed Delay Percentage	Average Bed Delay by Patient	Median Bed Delay by Patient
ARMC	1795:13	3,541	10,546	33.6%	0:30	0:18
BCH	222:52	414	5,025	8.2%	0:32	0:09
BVCH	35:45	96	1,655	5.8%	0:22	0:09
CHSB	971:26	2,757	6,659	41.4%	0:21	0:12
CRMC	64:08	119	765	15.6%	0:32	0:09
CVMC	191:48	567	4,373	13.0%	0:20	0:09
DVMC	2932:33	5,538	10,294	53.8%	0:31	0:18
HDMC	165:52	398	5,203	7.6%	0:25	0:11
KHF	2426:02	4,676	12,535	37.3%	0:31	0:16
KHO	1121:08	2,447	7,045	34.7%	0:27	0:14
LLUMC	3030:28	6,471	12,791	50.6%	0:28	0:17
MCH	21:24	35	830	4.2%	0:36	0:17
MHMC	46:41	193	2,246	8.6%	0:14	0:08
RDCH	1974:29	4,286	8,397	51.0%	0:27	0:18
SARH	3936:30	7,180	15,776	45.5%	0:32	0:19
STBMC	3557:09	7,631	13,164	58.0%	0:27	0:16
STMMC	3158:08	6,795	11,566	58.7%	0:27	0:17
VALL	38:45	122	1,010	12.1%	0:19	0:10
VVGMC	1153:12	3,364	7,449	45.2%	0:20	0:11
Total	26843:41	56,630	137,329	41.2%	0:28	0:16

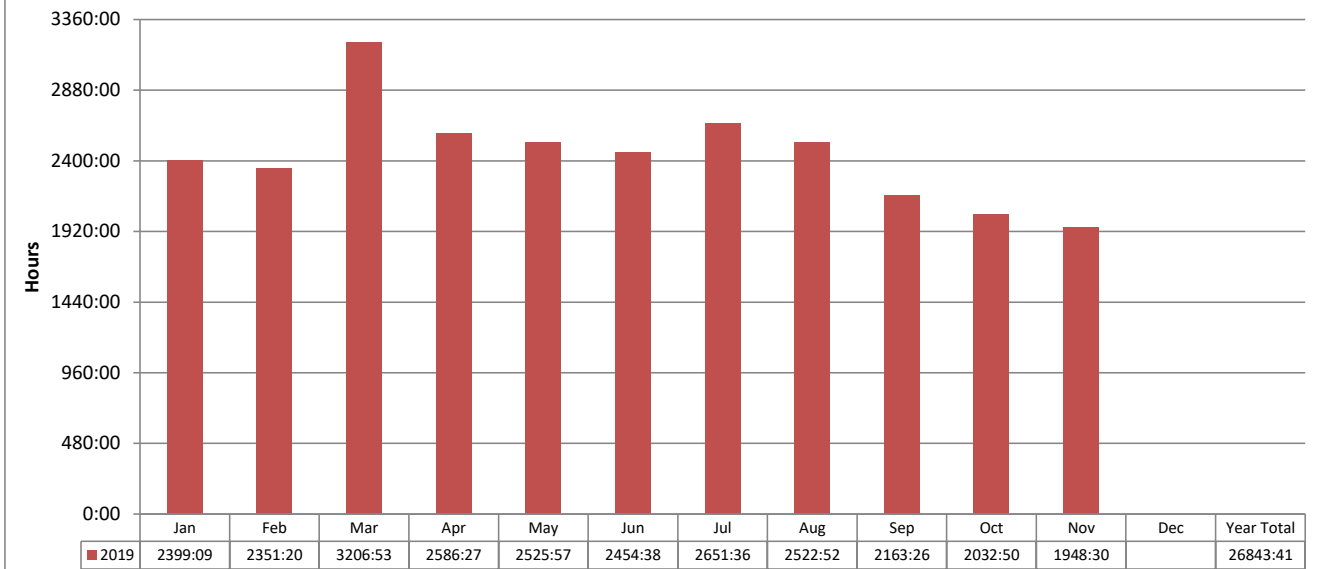
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Total Monthly Bed Delay Hours* by Hospital
January 2019 – November 2019

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	142:07	134:36	247:10	149:32	136:59	176:48	202:10	233:09	151:16	124:12	97:08		1795:13	163:12
BCH	16:13	21:43	38:40	47:13	29:48	15:54	16:19	9:14	7:29	6:58	13:17		222:52	20:15
BVCH	7:17	3:09	7:11	0:20	5:23	0:07	2:41	2:50	4:28	1:00	1:15		35:45	3:15
CHSB	98:18	95:00	133:58	85:31	96:53	96:49	80:55	70:45	69:40	60:52	82:38		971:26	88:18
CRMC	10:44	5:12	5:24	2:09	5:29	4:32	2:49	5:03	14:55	4:38	3:08		64:08	5:49
CVMC	19:32	23:44	27:37	12:00	16:10	22:35	8:38	12:54	19:19	21:05	8:09		191:48	17:26
DVMC	315:46	314:09	429:25	265:26	235:15	216:22	192:46	241:27	242:55	226:54	252:04		2932:33	266:35
HDMC	21:05	10:08	19:24	19:28	6:30	19:08	10:07	30:42	8:41	5:15	15:21		165:52	15:04
KHF	202:53	215:25	301:45	221:56	224:50	253:52	255:08	241:31	173:23	148:58	186:17		2426:02	220:33
KHO	77:31	90:24	134:52	111:21	122:33	119:31	117:18	96:55	106:37	71:51	72:10		1121:08	101:55
LLUMC	209:31	245:58	321:43	217:08	325:57	270:45	337:58	279:46	302:31	283:00	236:05		3030:28	275:29
MCH	0:14	1:03	4:05	0:40	2:14	2:35	1:20	3:36	2:46	1:57	0:49		21:24	1:56
MHMC	3:38	2:30	6:06	4:37	2:56	7:08	4:28	5:10	2:45	5:19	2:00		46:41	4:14
RDCH	180:58	213:34	291:52	207:34	204:58	160:47	172:40	154:25	124:16	164:51	98:29		1974:29	179:29
SARH	284:04	325:27	383:14	452:39	333:24	341:14	468:50	468:41	291:23	294:01	293:28		3936:30	357:51
STBMC	380:51	286:23	397:35	315:18	419:17	362:07	322:17	297:04	287:41	279:04	209:27		3557:09	323:22
STMMC	312:52	264:24	312:32	328:23	256:19	257:56	348:13	308:58	259:18	250:21	258:45		3158:08	287:06
VALL	2:27	0:19	4:00	7:14	1:27	0:45	5:01	1:52	5:10	6:39	3:47		38:45	3:31
VVGMC	113:00	98:06	140:10	137:49	99:25	125:31	101:49	58:43	88:46	75:46	114:03		1153:12	104:50
Total	2399:09	2351:20	3206:53	2586:27	2525:57	2454:38	2651:36	2522:52	2163:26	2032:50	1948:30		26843:41	2440:20

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San Bernardino County
Total Bed Delay Hours* by Month
January 2019 – November 2019



Total Bed Delay Hours* and Bed Delay Transports by Hospital
January 2019 – November 2019

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	Total BD Hours*	BD Transports	Total Transports	BD %
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